

BY ORDER OF THE COMMANDER
HEADQUARTERS, 377TH AIR BASE WING (AFMC)
KIRTLAND AIR FORCE BASE,
NEW MEXICO 87117-5606



KAFB INSTRUCTION 36-207

30 MAY 2000

Employment and Affirmative Action

ALTERNATIVE DISPUTE RESOLUTION

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: 377 ABW/CCM (Rav Nicholson)
Supersedes Policy Letter 377-12

Certified by: 377 ABW/CCD (Eva Horse)
Pages: 2
Distribution: F

This instruction implements Air Force Policy Directive 51-12, *Alternative Dispute Resolution*. The specific guidance in this instruction encourages supervisors and managers to promote and use alternative dispute resolution (ADR) to resolve workplace disputes. It applies to all Department of Defense employees.

1. Policy. The Federal Government is committed to operating more efficiently and effectively. The *Administrative Dispute Resolution Act of 1996* (110 Stat. 3870) encourages Federal agencies to use ADR to resolve disputes and issues in controversy.

2. Mediation. The Kirtland AFB Mediation Office offers mediation, a type of ADR. It provides disputing parties the opportunity to participate in a mediated discussion in an attempt to resolve their differences. The mediator is a neutral third party who does not render judgement. The benefits of using mediation include fast turnaround and resolution, improved working relationships, cooperative problem solving, and substantial cost savings. If a conflict is not resolved through mediation, a participant retains the right to pursue resolution through another conflict resolution process, providing all requirements for that process have been met.

3. Promotion of Positive Human Relations Climate . Our goal is to provide our employees with the opportunity and environment to reach their potential. We are all responsible for building the human-relations climate. When conflict occurs, the wing commander will take employees' concerns seriously and will address them appropriately. Therefore, if an employee desires mediation, management should participate. In fact, Equal Employment Opportunity Commission *Management Directive 110* (EEO MD-110) states that managers have a duty to cooperate in the ADR process to resolve allegations of discrimination.

4. Accessing Mediation. For additional information on the mediation process, contact the Mediation Office, 846-7552 or the Equal Opportunity Office, 846-5369.

POLLY A. PEYER, Colonel, USAF
Commander, 377th Air Base Wing